

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the Patent Application of:

Eric Owhadi et al.

Application No. 10/652,892

Filed: August 29, 2003

For: Technical Support Systems and
Methods for Use in Providing
Technical Support

Group Art Unit: 2179

Examiner: TRAN, TUYETLIEN T

Confirmation No.: 9562

AMENDMENTWITH REQUEST FOR CONTINUED EXAMINATION

Commissioner for Patents
Mail Stop Amendment
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Commissioner:

In response to the Decision on Appeal mailed on **April 28, 2010**, please consider the following: